

# **Services Information System (SIS) User's Manual**

**08-01-2014**

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### III. OTHER SERVICES

SERVICE	DSS 5027	DSS 4263		PURCHASED SERVICES*		PROGRAM CODE
		SIS CODE	CLIENT ID# REQ'D	ALLOWED	CLIENT ID# REQ'D	
Transportation Services	250	250	Yes	250	Yes	4
Transportation Services	250	250	Yes	250		T (Report purchased costs <b>only</b> on DMA-2055)
Referral, Coordination and Monitoring of Medical Services	340	340	Yes	340	Yes	MAC
Facilitating an Application for the Medicaid Program		341	No	341	No	MAC
Outreach for Medicaid Services		342	No	No	No	MAC
Arranging Transportation Services for Client to Access Medicaid Services	343	343	Yes	343	Yes	MAC
Family Violence Prevention Case Management	352	352	Yes			N
Family Violence Prevention Services	353			353	Yes	20
Case Management		380	No	No	No	4
Service Intake		381	No	No	No	4,T
Paternity Testing Fees				437	No	
Long term Care Screening Case Management	610	610	Yes	No	No	N,X

**381 – Services Intake** describes the function of designated service staff who are assigned to handle the task of initiating clients into the service delivery system of the agency. Activities include receiving requests for services; exploring with the client his request in terms of the services available; taking applications; and such elements of case management as establishing eligibility for services, initiating the Service Client Information Record and certifying clients for purchased services. The extent to which Services Intake performs any of the above case management activities is an agency decision and is related to how broadly the agency wishes to define the intake function. Also included may be working with clients to apply eligibility criteria and determine eligibility for another agency's resources, e.g., crippled children, free school lunches. As a part of assessing with the client his request for help and the nature of his need, the designated intake staff may provide Information and Referral as a part of the tasks assigned to Intake. Activities may also include those performed by staff responsible for handling requests for Medicaid Transportation, including certifying eligibility, scheduling rides and those activities associated with vendor billing.

**NOTE:** Service Code 381 should be used only when providing intake services for adult recipients, except when providing intake services for children for Medicaid Transportation (381-T) or Subsidized Child Care (381 - 4).

**382 - Service Intake - Family Support Services** describes the function of designated service staff who are assigned to handle the task of initiating children and their families into the service delivery system of the agency. Activities include receiving requests for services; exploring with the client his request in terms of the services available; taking applications; and such elements of case management as establishing eligibility for services, initiating the Service Client Information Record and certifying clients for purchased services. The extent to which Services Intake performs any of the above case management activities is an agency decision and is related to how broadly the agency wishes to define the intake function. Also included may be working with clients to apply eligibility criteria and determine need and eligibility for specific child welfare services. As a part of assessing with the client his request for help and the nature of his need, the designated intake staff may provide Information and Referral as a part of the tasks assigned to Intake.

**383 - Case Management - Family Support Services** means planning and directing the provision of social services within the constraints of policies and procedures to children and their families receiving or applying to receive Family Support or Family Preservation services. Activities include initial and on-going eligibility determination and assessment of the nature, impact and extent of the family's current service needs as well as establishment of ways and means to tackle the identified problem(s). This includes keeping track of what has been provided and what can be provided in relation to the family's needs. Activities include determination and orchestration of conditions and methods of service delivery, which will best support resolution of the identified problem(s). This means assuming the role of prime agent who assures an equitable, consistent, dependable and coordinated flow of services to the family as they move through the service delivery systems. Activities include establishing separate and joint responsibilities, authorities and tasks among services workers and services agencies involved in the process of helping the family.

**385 – Case Management – State Abortion Fund** is the activity of completing and reviewing the State Abortion Fund Authorization Form DSS-6847.

**NOTE:** When this time is reported on the Worker Daily Report of Services to Client (DSS-4263), the Client ID must be entered. It is not appropriate to record this activity as a block of time.

**386 – Case Management - In-Home Services** means case management activities as defined under Code 380 when carried out to support and facilitate the provision of In-Home Services to a client.

**NOTE:** In-Home Services are Adult Day Care, In-Home Aide Services, Housing and Home Improvement Services, and Preparation and Delivery of Meals.

**389 – Repatriation Services (see Appendix G)**

**390 – Other Child Welfare Services** Means social work intervention services which, in addition to core services (i.e., those services defined above that are available as Child Welfare Services) protect and promote the welfare of children, including the strengthening of their own homes where possible. Activities include gathering information about and assessing the needs and problems of a child within the context of family interaction, environment and/or coping patterns; helping a child and his family gain insights into and understanding of their needs and problems, and assisting them to know about and use other services and resources available to them. Activities also include collaborating on a case by case basis with individuals in other systems (e.g., judicial, health, education) to plan with and support a child and those involved with him through a crisis or an at-risk situation. These services may also include purchases to alleviate non-recurring, episodic events impacting the child's welfare.